



There has never been a better time to invest in your organisation's future than investing in training now

## **Developing the Team using the Myers Briggs Type Indicator**

Developing a sense of team and getting the best from teams is an ongoing concern for managers. Myers Briggs Type Indicator (MBTI) is the most widely used psychometric instrument and was first pioneered as a tool to increase team effectiveness with health care teams in 1974. Since then it has been very successfully applied in a range of different environments.

MBTI provides a common language to help individuals and teams recognise how differences between people can be used constructively rather than being a point of irritation. It helps team members to understand each other and to communicate more effectively.

### **By the end of the course the participants will have:**

- Explored their own MBTI Type and the MBTI Type of others in the team
- Explored how this can assist in identifying core values and motivations
- Understood how Type influences behaviour and communication in a team
- Understood how people can be helped to make their best contribution to the team

## **Dealing with Difficult People**

This programme is designed for all those who are managing staff, managing performance and delivering organisational change. It provides practical strategies and tools to help you confidently manage disagreement and confrontation in the workplace. It is beneficial for all levels of management but is most beneficial when delivered to managers on a similar level.

### **By the end of the course participants will have:**

- Increased awareness of the need and benefits of dealing with difficult situations and people *promptly*
- Learnt to identify and manage the different positions people take when dealing with conflict
- Explored methods of managing conflict
- Appreciated the importance of constructive feedback
- Developed their confidence and competence to deal with conflict situations

## Effective Communication for Managers

A team's effectiveness has a direct influence on the success of an organisation. The team manager holds the key to the success of the team. Team managers with an effective communication approach and in possession of a high level of emotional intelligence can create and maintain cohesive and collaborative work place relationships.

Many experts involved in research in this area of human psychology, find that those individuals with a high level of emotional intelligence tend to be more positive, self-confident, and empathic. They are able to adapt to different situations and cope with stress better, and rise above the petty jealousies and office politics that get in the way of success.

This course has been designed to help managers and team leaders increase their emotional intelligence and their contribution to organisational effectiveness. It offers opportunity for them to reflect on their communication style and interpersonal skills and to explore the impact this has on their team.

### By the end of the course participants will have:

- Increased their self awareness and improve their personal effectiveness by understanding how to manage their own emotions more effectively.
- Learnt how to build effective work place relationships through understanding and managing the emotions of the people with whom they work.
- Increased their ability to influence and motivate to ensure the engagement and commitment of the team.
- Developed their repertoire of Emotional Intelligence strengths to enable them to respond to a wider range of demands and challenges.

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All our courses are relevant and immediately useful. Our tailor-made solutions are results orientated and will help you to raise the level of talent, skills and performance in your organisation. We aim to ensure that positive action and change can occur as a result of our input.

We regularly develop new modules. If you are looking for something and you don't see it on our website **why not contact us? We would like to help.**

### jml Training - training that works



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